

# Frequently Asked Questions (FAQs)

## Customer Premise Equipment (CPE) Funding

The following are responses to questions from public safety answering point (PSAP) representatives regarding use of the state master purchase agreement (MPA) for 9-1-1 system customer premise equipment (CPE), contract reference number DGS-0026, and other general CPE funding questions. Funding policies and procedures are listed on the 9-1-1 website at <http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf> in Chapter III, Funding.

### **How do I find out who my 9-1-1 Office consultant is?**

Consultant county assignments are provided on the website <http://www.documents.dgs.ca.gov/td/911/OfficeAssignments.pdf> or you may call the 9-1-1 Office secretary at (916) 657-9207 for this information.

### **How do I find out how much my CPE allotment is?**

Write a letter on your agency letterhead to the California 9-1-1 Emergency Communications Office, 601 Sequoia Pacific Boulevard, MS-911, Sacramento, CA, 95814-0282, and your consultant will respond with an allotment letter within eight weeks.

### **When do I have to replace or upgrade my system?**

The CPE allotment is based upon a five-year replacement cycle. However, that does not preclude a PSAP from replacing/upgrading their CPE in less or more than five years. Your PSAP will continue to accrue annual allotment funds after five years.

### **What can I spend my allotment on?**

The main funding obligation of the 9-1-1 Office is for delivery of the 9-1-1 call to your PSAP. This allotment is primarily designed to provide adequate funding for the replacement of your 9-1-1 telephone system. Chapter III of the 9-1-1 Operations Manual (<http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf>) outlines the requirements of a standard 9-1-1 system. If, after purchasing your 9-1-1 system, you have funds left over (residual funds), Chapter III also contains a list of items/services approved for purchase using your residual funds.

### **How does the 9-1-1 Office determine my PSAP's CPE allotment?**

The 9-1-1 Office calculates 9-1-1 emergency call volume using an internet-based management information system (MIS). We use the Erlang table to establish the number of positions necessary to answer the 9-1-1 emergency calls at a P.01 level of service (no more than one busy signal per 100 call attempts). Your allotment is based on this calculation of 9-1-1 calls with accommodation for other emergency call traffic, the median price of CPE provided on the MPA, and the number of 9-1-1 call taker positions staffed by the PSAP. Chapter III (<http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf>) further explains the workstation provisioning policy and PSAP allotment.

### **If my PSAP's call volume should increase suddenly before my system is five years old will the state fund additional positions and will it come out of my allotment?**

If a PSAP's call volume increases sufficiently to justify additional positions, the State 9-1-1 Office will fund the additional position(s), provided the PSAP is willing to staff them. The PSAP's CPE allotment will then be adjusted to include increased funding for the position(s).

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### **What if I don't have enough money to replace the number of positions I need?**

The CPE allotments were based upon the median bid price offered by the ten contractors on the MPA. The allotment ensures that any PSAP will be able to buy a completely new system from five of the ten contractors. The allotment does not guarantee that all contractor systems, no matter the price, will be funded. However, this does not preclude a PSAP from using other funding sources to assist in the procurement of a system that exceeds their allotment.

### **What is the MPA?**

The MPA is a state master purchase agreement for 9-1-1 telephone system equipment and services. The MPA provides PSAPs an easy means to select and purchase 9-1-1 equipment and services. The prices listed on the MPA are the maximum allowable, and the price of systems varies from contractor to contractor. PSAPs may be able to obtain price discounts or additional equipment by soliciting price offers from different contractors on the MPA, thus increasing the buying power of their annual CPE allotment. Use of the MPA allows contractors to bill the 9-1-1 Office directly on behalf of the PSAP.

### **Do I have to use the MPA to purchase my system?**

No, you do not. You must use your own agency's procurement process to purchase a system if you do not use the MPA. If you choose a contractor that is not on the MPA, your agency will be reimbursed as outlined in the 9-1-1 Operations Manual, Chapter III, "Reimbursement Claim Process" (<http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf>).

### **Where do I find out what contractors are on contract?**

The contractors are listed on the 9-1-1 Office's web site at [www.td.dgs.ca.gov/Services/911/dgs-0026-%2801-01%29contractorinformation.htm](http://www.td.dgs.ca.gov/Services/911/dgs-0026-%2801-01%29contractorinformation.htm). Additionally, the 9-1-1 Office consultant assigned to your agency is available for questions or information about policies and processes. A consultant assignment list is provided on the website, as well.

### **How can I look at the different 9-1-1 systems on contract?**

You may get in touch with the contractor directly to set up a time to demonstrate their 9-1-1 system. Contractors and their contact information are listed on our website.

### **How long does this process take?**

Chapter III of the 9-1-1 Operations Manual (<http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf>) outlines specific time frames for various processes. Additionally, when you meet with your contractor to prepare your Statement of Work (SOW), you will need to outline a specific schedule pertaining to equipment ordering, delivery, programming, installation, training and in-service dates. This will help keep the project timely.

### **What is a SOW?**

The Statement of Work (SOW) provides all the pricing, details and deliverables for the installation of your 9-1-1 system. The SOW is part of the purchase order package you will need to submit to the 9-1-1 Office for final approval of funding.

### **What is included in the purchase order (PO) package?**

The PO package includes the SOW, itemized list of all system elements and their costs, copy of the pre-authorization letter issued by the 9-1-1 Office and a copy of the agency's unsigned purchase order document.

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### **Does my CPE allotment continue to accumulate past five years if I don't use it?**

Yes, your CPE allotment continues to accrue until you replace or upgrade your system.

### **Who is responsible for maintaining my equipment after the maintenance agreement expires?**

Current contracts include the first year warranty and four years of maintenance. The PSAP is responsible for negotiating an agreement with their selected maintenance provider for maintenance beginning the sixth year after system installation. The 9-1-1 Office may reimburse for this maintenance; however, this amount will be deducted from the agency's accrued CPE allotment.

### **What are the system acceptance criteria?**

The state's MPA outlines acceptance testing provisions. Basically, it is when the new system meets the standard of performance for a period of 240 consecutive hours. See Section II, Page 23 of Addendum #3 of the MPA

([www.documents.dgs.ca.gov/td/911/Section2ContractPerformance.pdf](http://www.documents.dgs.ca.gov/td/911/Section2ContractPerformance.pdf)) for more information on standards of performance.

### **Can the state pay directly to any vendor we use for our "residual funds"?**

The state cannot pay vendors directly unless there is a contract in place, between the state and a vendor that allows direct billing to the state. The state can pay direct to a California Multiple Award Schedule (CMAS) or MPA vendor. For vendors not on our contract, the PSAP will have to seek reimbursement using the reimbursement claim process outlined in the 9-1-1 Operations Manual, Chapter III, Funding (<http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf>).

### **What can I buy with residual funds from my CPE allotment?**

PSAPs can purchase a variety of 9-1-1 related equipment and services with residual funds, as approved by the state. Refer to Chapter III of the 9-1-1 Operations Manual

(<http://www.documents.dgs.ca.gov/td/911/Chapter3.pdf>) for a list of approved items and services that can be purchased with residual funds.